

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
MEDICAL ASSISTANCE ADMINISTRATION  
Olympia, Washington**

**To:** All Providers  
Regional Administrators  
CSO Administrators

**Memorandum No: 03-05 MAA**  
**Issued:** March 1, 2003

**From:** Douglas Porter, Assistant Secretary  
Medical Assistance Administration (MAA)

**Subject: MAA Taking Positive Steps to Contain Escalating Costs of Mass Mailing  
Provider Publications**

**The Medical Assistance Administration (MAA) is taking steps to help contain the escalating costs of mass mailing billing instructions and numbered memoranda to providers and other interested parties.** This memorandum explains MAA's plan to increase the use of electronic communications.

### **Provider Publications Available On-Line**

MAA's provider publications, which include billing instructions, numbered memoranda, Remittance Advice notices, and fee schedules, are available for viewing and downloading from the following website:

<http://maa.dshs.wa.gov>, → Provider Publications/Fee Schedules → Click "Accept" on the AMA Copyright Agreement → select desired link.

Since provider publications are available at the website address above, many providers have opted to discontinue receiving hard copies by mail. MAA plans to increase provider use of the website to obtain updates by implementing a postcard notification system.

### **Postcard Notification of New or Updated Publications**

MAA is gradually phasing out mass mailings of provider publications. MAA will begin sending a postcard to providers when a billing instruction is updated or a numbered memorandum is issued that pertains to the provider's scope-of-care. Providers may then view and download the publications from MAA's website at:

<http://maa.dshs.wa.gov>, → Provider Publications/Fee Schedules → Click "Accept" on the AMA Copyright Agreement → select desired link.



**Note:** If you are not an MAA provider but are currently on MAA's mailing list to receive hard copies of billing instructions and numbered memoranda, you are also affected by this change. You will not receive a postcard notification. Please regularly check the website listed above for updates.

## Hard Copies Available Upon Request

MAA recognizes that the Internet may not be the best solution for all. MAA is working in cooperation with the Department of Printing to provide hard copies of provider Billing Instructions and Numbered Memoranda **only upon request**.

To request a free hard copy of an MAA billing instruction or numbered memoranda from the Department of Printing, you may:

### **Quickest Way** (orders filled daily)

- ✓ **Go to:** <http://www.prt.wa.gov/>  
Click on General Store;  
Follow prompts to Store Lobby (requires a one-time registration before entering);  
Go to Search by Agency → Medical Assistance Administration → desired issuance.

### **Other Options** (orders may take between 3 to 5 days to fill)

- ✓ **Fax request to:** Dept of Printing/Attn: Fulfillment at (360) 586-8831; **or**
- ✓ **Call:** Department of Printing at (360) 570-5024.